Purpose

This document describes the inbound email commands (IEC) that are accepted by Nagios XI 5 when it receives an email response to a notification. This functionality works by configuring Nagios XI to query a dedicated mailbox to receive the inbound email commands.
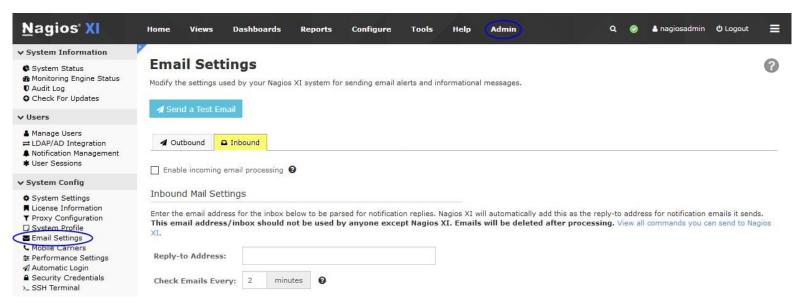
Note: If you are using **Nagios XI 2024**, please refer to the updated document.

Requirements

The IEC functionality requires a dedicated mailbox. Nagios XI will periodically check this mailbox and action any email in the inbox, deleting them after they have been processed.

Inbound Email Configuration

To configure inbound email, navigate to **Admin** > **System Config** > **Email Settings**. The **Inbound** tab is where all of the inbound configuration is performed.

You must check the **Enable incoming email processing** check box to turn on IEC.

You are required to define the **reply-to email address** that notification emails will be sent as. Nagios XI will automatically add this as the **reply-to** address for notification emails it sends.

Under the Inbox Connection Settings section, you will need to populate the fields with the settings for your mailbox server and user account.

Once you have defined the settings you can validate them by clicking the **Test Connection** button.

After configuring the inbound you can now proceed to the Email Commands section of this documentation.

Nagios®

Email Commands

When inbound email is enabled, the reply-to field will be set for notifications. When you reply to the email with one of the following commands, it will be equivalent to running the command in the interface. Nagios XI knows who sent the command based on the email address used to send the response.

Commands must be in the order specified in the examples.

Commands	Actions
`ack acknowledge acknowledgment acknowledgement`	Acknowledges the problem and adds a comment if specified, if there is no comment specified, the default comment below will be used: "*Problem was acknowledged by email response*" *Example:* *ack* *I'm looking into this right now*
`down downtime scheduledowntime`	Creates a scheduled downtime. You must provide the start (you can use 'now' as a start time) and end times, and a comment (optional). Example email response: down 9:40 – 10:40 Someone knocked the plug out!
`nonotify nonotifications disablenotify disablenotifications`	Disable the notifications for the object the notification came from.
`check immediate immediatecheck`	Run an immediate check on the object.

`delay`
`delaynotifications`
`delaynotify`
	Delay the next time Nagios XI sends notifications for the object. You must specify an amount of time.
	
	Example: delay 1 hour

Using Multiple Commands

The commands `ack, check, nonotify`, can be added onto commands that require options to be passed. You can do this by comma separation. The example below acknowledges a problem and does an immediate check:

```
ack, check
```

Using a combination may also be useful if you'd like to acknowledge and then schedule downtime, you can do this by passing something like the following:

```
ack, down
now — 12:30 Taking this
down to resolve the
issue
```

In Case of Error

If the system cannot read a response email you will receive an email back with an error message. Otherwise, it will pass the command onto the subsystem.

Finishing Up

This completes the documentation on the Inbound Email Commands for Nagios XI. If you have additional questions or other support-related questions, please visit us at our Nagios Support Forum, Nagios Knowledge Base, or Nagios Library:

Visit Nagios Support Forum   Visit Nagios Knowledge Base   Visit Nagios Library